

Clermont Senior Services
Report to the
Board of County Commissioners
2020



Cindy Gramke, Executive Director/CEO
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Lisa Jackson, Chair, Board of Trustees
Bob Hobson, Chair-Elect



Exists to:

Provide a broad range of in-home services to keep seniors living safely in their own homes for as long as possible, delaying nursing home placement, and saving taxpayers:

- At one-third the cost of nursing homes, independent living rapidly racks up savings. In-home services saves taxpayers an average of \$5000+ per month for every frail senior receiving Medicaid-funded nursing home care.*

Clermont Senior Services Focuses On:

- A BIAS TO SERVE
- PERFORMANCE EXCELLENCE
- BEING CAREFUL AND RESPONSIBLE STEWARDS OF TAXPAYER and DONOR DOLLARS
- CONTINUOUS ASSESSMENT OF NEED
- PROTECTING THE HEALTH, SAFETY AND WELL-BEING OF THE ELDERLY IN OUR COMMUNITY

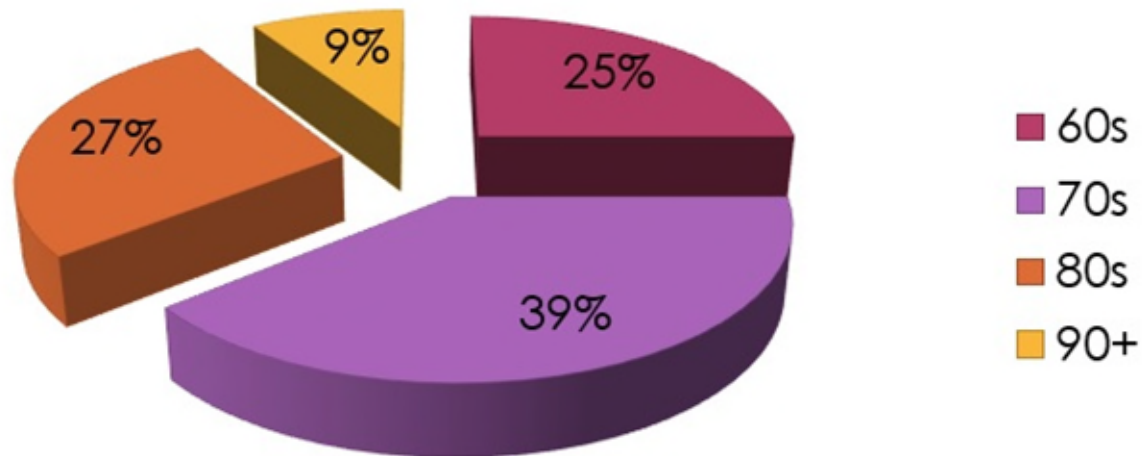


Who We Serve

- Typical Customer
 - Female (68%)
 - Age 76
 - Lives alone
 - \$1,200 per month
- Youngest Age 60
- Oldest Age 108!!!



Percent by Age



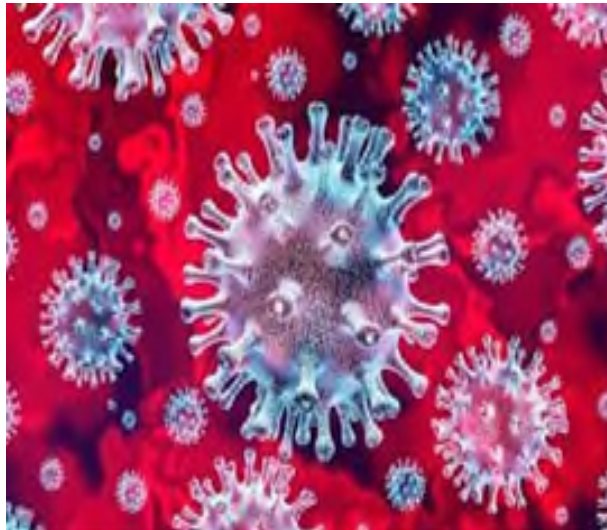
73% of ALL revenue for Services COMES DIRECTLY FROM From the Levy

Levy Revenue also serves as Local Match
OTHER THAN United Way, Rent,
Fundraising and Passport

**Levy accounts for a real impact of
89% of total budget**

LEVY IS THE PAYOR OF LAST RESORT

CORONAVIRUS 2020



2020

THE HEROES: Front Line Workers

Every employee worked
every day since the
beginning of the
pandemic, unless
quarantined.

COVID-related Impact

Operations never ceased, but were drastically affected by the pandemic

***5,091 individuals received services in 2020
(compared to 6,361 in 2019)***

At the onset, leadership staff met daily to assess the current environment and modify service delivery accordingly

Safety Protocols were put into place and necessary trainings occurred

HARDEST HIT

ADULT DAY SERVICES

Governor DeWine issued an Order that all
Adult Day Services Centers and
Senior Centers Close on March 17, 2020

Typical Day in 2019



Adult Day Services 2019



Reopening of ADS did not occur until December 14, 2020;
Reclosed on December 21 and did not reopen again
Until January 11, 2021.

Staff AND ADS participants were required to be tested once every two weeks

*In 2020, 109 individuals received only 13,784 hours of service,
Compared to
160 individuals received 67,577 hours of service in 2019*

Failure to Thrive became a very real fear for the
Families of those attending ADS

ZOOMing! With ADS





The Clermont Community stepped forward with pure generosity

Financial Gifts of \$13,580

In-kind gifts of \$26,706.53

146 donors, many of whom gave multiple times

701 requests for items; 493 older adults served.

NO ONE WAS TURNED AWAY



Community Donations!





With the lifting of the Governor's Orders, ADS is finally beginning to return to some level of "normalcy" and lots of fun!



Home Care

Program Overview

Home care is the largest service provided by Clermont Senior Services and improves the safety and quality of life of frail older adults by providing assistance with personal care services and light housekeeping.

1,533 older adults served in 2020

Total Home Care Hours: 70,3354

Compared to:

1,718 individuals served in 2019; Total Home Care Hours: 84,403

FUNDING SOURCES: LEVY,
TITLE III, PASSPORT/MY CARE
OHIO, UNITED WAY



Home-Delivered Meals

Program Overview

Home-delivered meals are intended to prevent malnutrition, which studies have shown to be an underlying cause of chronic illness and hospital admissions for many older adults.



775 home-bound seniors served 97,593 Home-Delivered Meals in 2020

Compared to

634 home-bound seniors were served 81,110 Home-Delivered Meals in 2019

A 121.99% increase from 2019 to 2020

Prior to COVID, an average of 80% of all Meals-on-Wheels are delivered by volunteers, thereby leveraging levy dollars further into services.

Volunteers did not deliver meals during the pandemic. All meals were delivered by CSS drivers.

FUNDING SOURCES: LEVY, PASSPORT/MY CARE OHIO, UNITED WAY



Home Safety Repair Program

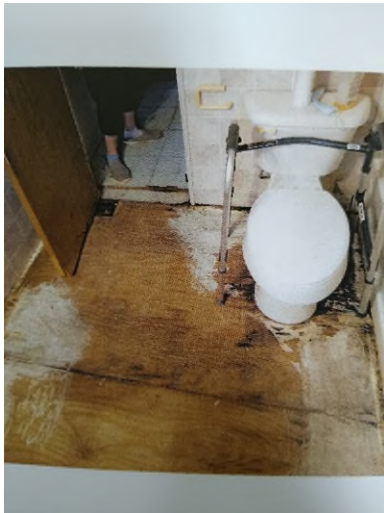
3,117 hours of service to 219 seniors in 2020

Compared to:

2,175 hours of service to 252 seniors in 2019

*The person managing this program is a case manager and, therefore, that person's staffing expenses go through Case Management. Grant funds assist in purchasing materials and for emergency funding for senior residents. Those funds are non-operating. Sources include: Ohio Department of Development Home Repair Grant, Bradof Foundation, FHLB Carol Peterson Grant and Greater Cincinnati Foundation for the Aged.

Before:



After:



Case Management

Program Overview

Case Management is a person-centered care coordination model that promotes an individual's ability to live independently through a process that includes the development of a care plan by skilled case managers and tailored to the person's needs, directly relating to home care and home-delivered meals, but also reaches, by referral, across the scope of direct services provided by Clermont Senior Services and outside formal/informal providers.

In-home assessments were put on-hold from the beginning of the pandemic through the year. All assessments were done by phone.

2020

15,094 hours provided to 3,189 individuals

Compared to:

2019

16,757 hours provided to 3,234 individuals

FUNDING SOURCES: LEVY, TITLE III, CLERMONT COUNTY DJFS (APS), CLERMONT COUNTY PROBATE COURT (Guardianships)

Lifelong Learning Centers (Senior Centers)

Program Overview

Like the Adult Day Services Center, the Lifelong Learning Centers were closed by Governor's Orders on March 17, 2020 and given permission to open September 19. However, the State did not provide the protocols until October, allowing us to reopen. *Upon re-opening, Staff had to be tested for COVID once a week.*

The Centers provide for continuing lifelong learning, volunteer opportunities and socialization. Clermont Senior Services operates two fully-functioning 5-day-a-week Lifelong Learning Centers; one at the Union Township Civic Center, and one at the Miami Township Civic Center. Some traditional activities are also offered at the latter.

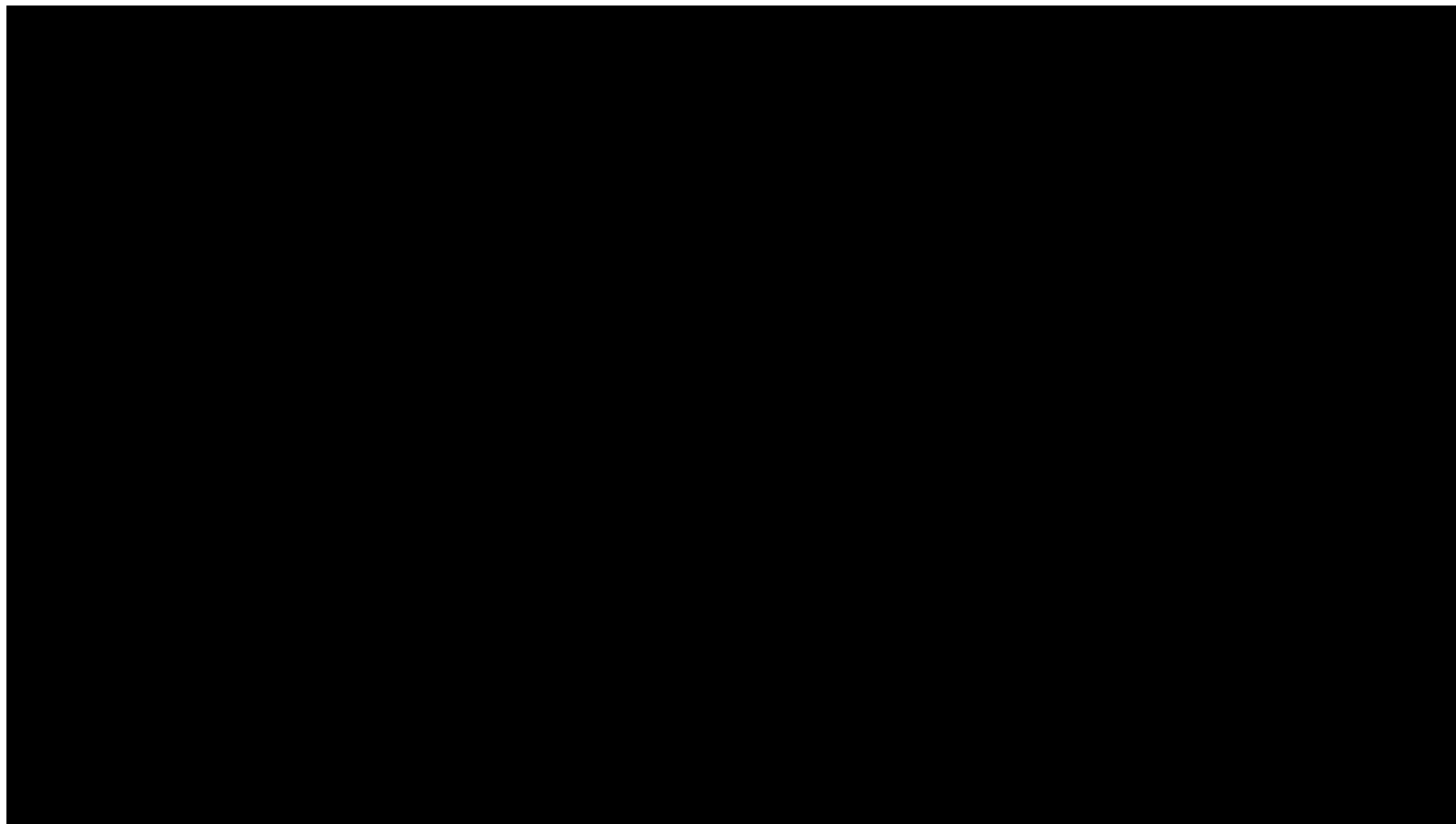
2020: *4,987 visits from 592 older adults*

Compared to

2019: *26,463 visits from 961 older adults*

FUNDING SOURCES: LEVY, VIP Memberships and Class Fees that help offset the cost of programming.

Cooking with Gary





Congregate (On-Site Center) Meals

Program Overview

Congregate Meals are available and targeted to Clermont County residents who are 60 years of age and older and are offered at the Lifelong Learning Center located in Miami Township. Miami Township Lifelong Learning Center, open five days a week, offers congregate meals on Tuesday and Friday. The Bethel Center was open January through March 10, 2020, but has not reopened. The purpose of the Congregate Meal program is to reduce hunger and food insecurity, encourage socialization, and promote the health and well-being of older individuals. The meals offered provide 1/3 of the recommended dietary allowance for older adults.

2020 Congregate Meals

2,470 Meals for 147 seniors

Compared to:

2019 Congregate Meals 11,835 Meals for 292 seniors

FUNDING SOURCES: LEVY, TITLE III, CUSTOMER DONATIONS

Specialized Medical Transportation and Other Transportation Services

Program Overview

Transportation is available for Clermont County residents who are 60 years of age and older and continues to be the most voiced priority among seniors. The ability to gain access to critical medical appointments and treatments, such as dialysis, accounts for this service having one of the top priorities of the services provided by Clermont Senior Services. Moreover, it is critical to the economic wellbeing of working family caregivers of those customers receiving medical transportation and Adult Day Services Center customers.

Clermont Senior Services also strives to provide personal rides, but the growing demand for medical transportation and workforce challenges have significantly curtailed that service.

25,984 trips for 1,018 seniors covering 371,166 miles

Compared to:

48,365 trips for 1,168 unduplicated seniors covering 647,178 miles

FUNDING SOURCES: LEVY, TITLE III, PASSPORT/MY CARE OHIO, UNITED WAY, RENT/CONTRACTED SERVICES, CUSTOMER DONATIONS, EQUIPMENT SALES



**77 United States Veterans
Received 1,902 medical rides in 2020**
Compared to:
129 receiving 5,211 rides in 2019

COVID VACCINATION CLINIC FOR LOW INCOME SENIOR HOUSING COMMUNITIES



COVID
VACCINE CLINIC AT
DIMMITT WOODS



Adult Protective Services and Guardianships

Part of the Case Management Department, APS and Guardianships function separate for reasons of case confidentiality. CSS is the exclusive contract provider with the Clermont County Department of Job and Family Services (CCDJFS) to perform investigations under the Ohio Revised Code for Adult Protective Services. The protection of the elderly is enhanced greatly by the ability of agency staff to immediately link those most at-risk seniors to services. These referrals continue to increase significantly over the years. Moreover, the cases of financial exploitation have also increased more significantly rather than exponentially and can be, partially, attributed to financial exploitation by family members where narcotic and opiate addiction are present.



To provide a historical perspective, CCDJFS was conducting the investigations and had 103 reported referrals in 1999. CSS has been responsible for the investigations since 2000. Most significant is the escalation that began in 2008 in the following pattern:

2008	-	124 referrals
2016	-	257 referrals
2017	-	287 referrals
2018	-	448 referrals
2019	-	505 referrals for investigation
2020	-	479 referrals for investigation

We believe that the slight decline in the number of referrals in 2020 is as a direct result of seniors not allowing family members or others in their homes because of the threat of COVID.

The number of referrals and complexity thereof forced us to *expand investigative staff from one full-time and two back-up investigators to two full-time and three back-up investigators in 2019, which continues to be needed.* Oversight is provided by the RN Director of Case Management, Home Care and Adult Protective Services.



APS is considered a priority service area for CSS.

CSS also continues to conduct guardianship investigations and serve guardianships under contract with Clermont County Probate Court.

95 guardianships were served in 2020, compared to 75 in 2019.



CLERMONT SENIOR SERVICES ANNOUNCES A NEW VOLUNTEER PROGRAM!!!

VOLUNTEER GUARDIAN PROGRAM

In cooperation with The Clermont County Probate Court and the Volunteer Resources Division of Clermont Senior Services, Volunteer Guardians are now being recruited and trained to serve as Guardians of Person for individuals unable to make decisions of wellbeing for themselves.

Volunteers serve when no family is available or able to assist them. Volunteer Guardians do not have financial responsibility for the person.

Individuals served by a Guardian are already residing in a nursing care facility or other group-care setting, and volunteers visit that individual once a month. A written report is required to be submitted to the Clermont County Probate Court following each visit.

All orientation, training, support are provided for. Paid mileage for monthly visits to facility where elder resides.

Volunteer Resources



Program Overview

The Clermont Senior Services Heart-to-Heart Volunteer Program is a vital resource for the agency, with many opportunities for individuals, families, civic groups, and churches to make a difference in the lives of senior citizens. Without the commitment of volunteers, Clermont Senior Services would not be able to fulfill its mission. Volunteering

is not just a service; it is self-enrichment and life event that develops long lasting, meaningful relationships. Volunteers choose how they wish to serve and participate in as many volunteer services as desired.

2020 – 388 volunteers provided 11,573 hours of service

Compared to:

2019 - 317 Volunteers provided 28,476 Hours of Service

FUNDING SOURCES: LEVY





Volunteers from TQL, as well as other area businesses and organizations, generously contributed their time to make cards for homebound seniors, helping them feel a little less isolated and confident that there are those who care about the seniors' health and wellbeing.

Delivery of Service

Volunteers give of themselves, freely, and contribute to the ability of the agency to leverage Levy funding. Since 2008, we have, strategically, expanded recruitment of volunteers. In 2008, volunteers delivered only 14% of home-delivered meals to 41% in 2011. **In 2019, volunteers continued to deliver 77% to 80% of home-delivered meals to homebound individuals**, thus significantly reducing the paid support meals delivery driver positions/hours, thereby further leveraging levy dollars into services.

COVID forced the temporary hold on volunteers delivering meals to home-bound seniors, but volunteers continued to work in other areas, such as Volunteer Shoppers, Guardians, assisting with the Pantry Delivery and Donations, Visiting Officers and others.

Volunteers also donated their time cleaning yards and transporting donations for the COVID Emergency Pantry



Low Income Senior HUD-202 Housing

Although neither construction nor operations has ever been or is funded, in any way, by county levy funds, Clermont Senior Services developed and sponsors seven HUD-202 affordable housing communities for low income seniors in Clermont County.

These communities total 264 units throughout Clermont County and are located in Goshen, Williamsburg, New Richmond, Felicity, Summerside, Amelia and Batavia. These beautiful facilities, each, have an on-site manager and resident manager and provide for a safe, healthy and affordable environment for them to live and enjoy the company of each other.

Housing continues to be a challenge.

At the end of 2020, there were 352 seniors on the waiting list for the 264 units developed by Clermont Senior Services.

Senior Housing



Batavia



Summerside



Goshen



Felicity



Amelia



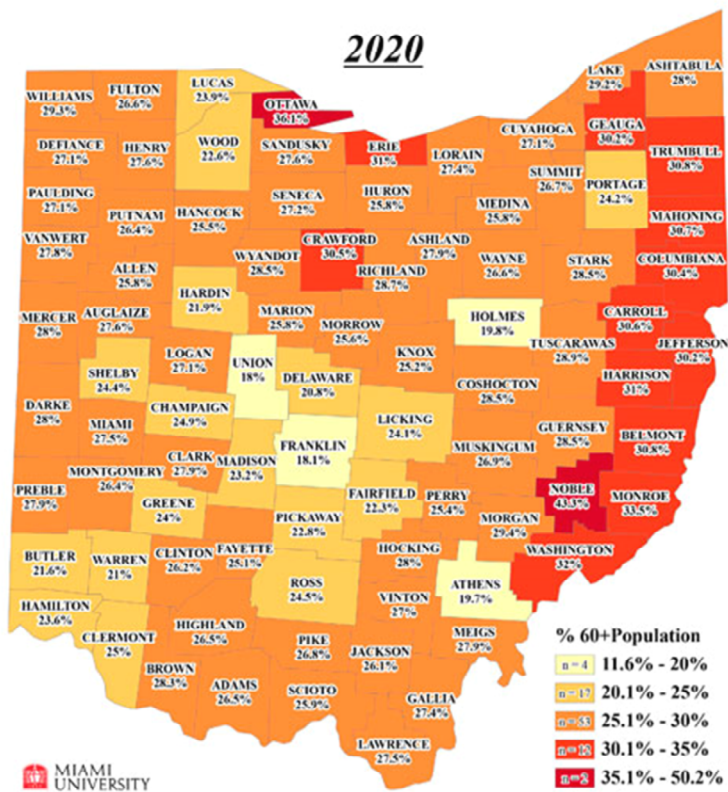
Williamsburg



New Richmond

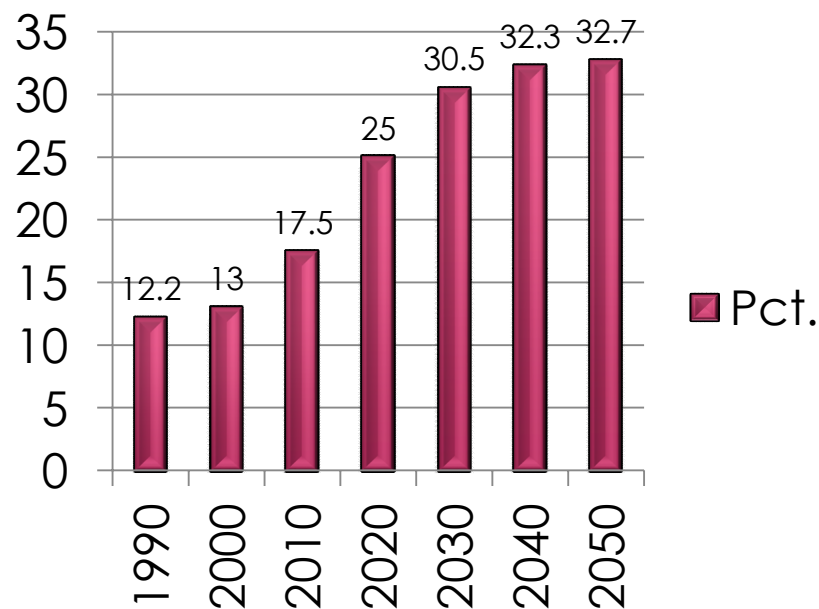
Projected Growth

SCRIPPS Ohio's 60+ Projected Population by County



The number of **Clermont County** residents age **60** and over is expected to increase by **23,101** in **2000** to a projected **51,138** in **2020**.
A 120 % growth in that time.

60+ Population – Clermont County



Clermont Senior Services continues its commitment to be responsible stewards of taxpayer dollars and seek ways to be the most we can be to help seniors remain living safely and in their own homes in Clermont County.

